
NCR SelfServ 20 and 30 Series ATMs

NCR is very excited to introduce and propose our new NCR SelfServ 20 Series and 30 Series ATM product range to [Customer]. This next generation of NCR's ATM range incorporates the most innovative and technologically advanced hardware platform offered in today's market. [Customer] requirements input, provided over the years, helps us bring to market a range of ATMs that we know will meet your requirements now and into the future.

NCR SelfServ 20 and 30 Series Product Range

The NCR SelfServ 20 Series and 30 Series product range offers a complete array of multi and single function ATMs to meet all of your current and future business requirements.



32 MF lobby, 34 MF TTW, 34 TTW Drive-up, 38 FS Drive up



22 Lobby

25 TTW

26 TTW

NCR Self-Service Key Values

NCR's and [Customer]'s key values and needs parallel one another.

- *Redefined availability* – availability means delivering the transactions consumers want, where and when they need them. It is about consumer interactions that are 100% successfully every time.
- *Informed manageability* – knowing where a self-service resource is, what condition it is in and its readiness to do a required task will enable you to make informed intelligent decisions that deliver greater efficiency and cost reduction.
- *Intrinsic security* – Security should be designed in rather than bolted on in reaction to risks. Security is about more than technology – it should include the people and processes that play a part in the entire enterprise security picture.
- *Intuitive usability* – whether transacting, replenishing, maintaining or repairing, everyone should enjoy an intuitive self-service experience that transcends their skills, experiences and language – and be an expert after the first use.
- *Committed responsibility* – Deploying the most environmentally responsible and regulatory compliant ATMs is the most powerful way of demonstrating to consumers a commitment to responsibility.

NCR SelfServ 30 Series ATM Range Answers to [Customer]'s Needs

[Customer] has a vision of enhancing the client experience through the use of new and leading self-service technology. New technology needs to provide a tangible benefit to the Bank. NCR is pleased to introduce you to the next generation of self-service technology. The new NCR SelfServ 20 and 30 Series range of ATMs “future proofs” your investment. This new range of ATMs will provide you with the following:

The Highest ATM Availability

- In order to ensure high system availability, NCR has implemented a system of “Watch Dog” timers. These Watch Dog timers utilize a heartbeat to sense system inactivity or ‘hang-ups’ in the modules or the core. The NCR SelfServ 20 and 30 Series can intelligently reboot the core in the event of a “blue screen” condition or module hang without service intervention. The NCR SelfServ 20 and 30 Series have the intelligence to heal themselves.

The Most Secure ATM

- NCR has designed a unique layer of encryption and authentication into the NCR SelfServ 20 and 30 Series USB architecture to protect against the connection of unauthorized USB devices. This is in addition to NCR's full range of award-winning security solutions.

Best Installability and Ease of Deployment

- The NCR SelfServ 20 and 30 Series is designed to economically be installed into your existing locations. The NCR SelfServ 20 and 30 Series is designed to fit into the existing through-the-wall hole of NCR ATMs.
- The NCR SelfServ 20 and 30 Series product range uses a common set of modules, making a single certification possible for all NCR SelfServ 20 and 30 Series models.
- There is a model for every type of deployment and therefore, the same transaction set and same brand experience can be offered across all ATM sites.

Best Manageability

- Onboard data gathering provides insight to very detailed level of ATM activity which can contribute to the development of better management practices and improved transaction design and execution. The end goal is to transition consumers as quickly as possible from the teller line to the self-service channel.
- Each NCR SelfServ 20 and 30 Series ATM model and its modules have a unique serial number attached to them, as well as a unique scatter storage system to retain the highest level of integrity of device level information.
- The ability to download firmware updates and changes to key modules remotely and also to track firmware revisions against module and ATM serial numbers across the network is a significant step forward in manageability.

Faster Transaction Time

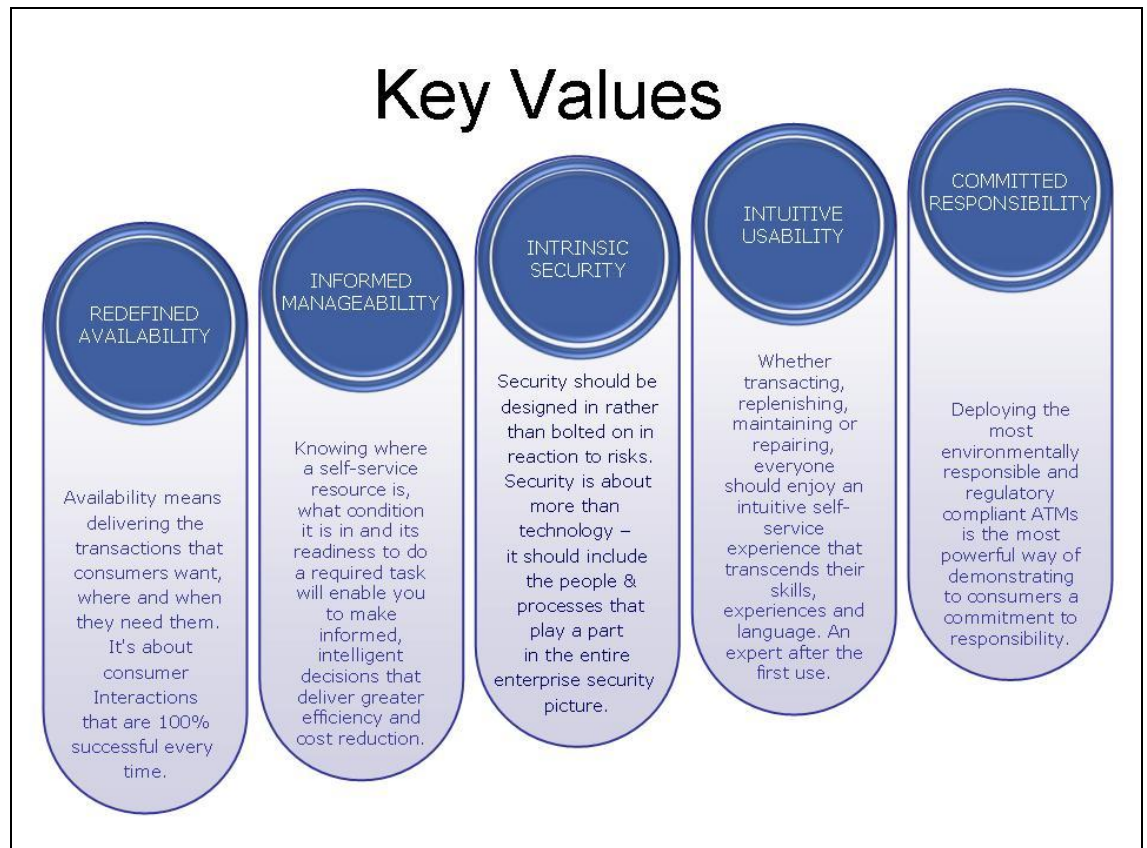
- High speed dual core processors and faster receipt printing reduce transaction time especially on check deposit transactions, coupons, vouchers and other graphics intensive printing.

NCR SelfServ 20 and 30 Series Key Self-Service Values

Combining the challenges of Growth, Operational Efficiency and Responsibility, that our customers face and combining that with our unrivalled experience in self-service the following concepts become clear.

A self-service solution that excels in delivering the key values shown below will positively contribute to achieving your business goals.

But to deliver the best possible self-service products and services, it's important to understand what these values really mean to our customers and to consumers.



Further information in regards to each of these key values is provided below.

Redefined Availability

NCR has Redefined Availability

Availability means delivering the transactions that consumers want, where and when they need them. It is about consumer interactions that are 100% successful every time.

Real availability is not about averages. While they are an important metric, averages overlook individual underperformers. We only want great performers.

Every time any self-service terminal is used, every part of each of its services should be available and tracked as if it were the one and only terminal in the network.

Designed for Maximum Availability

Self Healing Capability provides automatic return to service by rebooting the ATM in the event of PC lock-up or loss of communication to a module. This can assist with reduced downtime and associated travel to the ATM site.

Proven, Highly Developed Technology Increases Reliability

Major ATM modules within NCR SelfServ ATMs are an evolution of NCR's industry leading technology. Component upgrades and revisions are applied to create an even higher reliability. All relevant historic updates and developments have been carried forward to the NCR SelfServ 30 Series range.

New, improved power management, with the core and modules running from separate power supplies improve reliability and simplify the module electronics.

Detailed design of module to fascia interfaces reduces component stress and distortion during opening and closing, thus increasing reliability and life span.

LED lighting means that no bulb or tube replacement is needed and much less power is needed than with conventional lighting.

Longer Running Time Between Media Replenishments

Increase in receipt roll capacity from 9" to 10" provides 22% more receipts per roll. Minimum receipt length is also reduced from 4.4" to 3", saving paper and reducing the number of replenishments required.

Dual receipt rolls means SelfServ can run longer between media replenishments. This eliminates the throw-away that often takes place – NCR estimate that 20% of all receipt rolls are thrown away, and this number has been validated by our customers. Dual roll means that you can always have receipt roll available for your customers – this is particularly important for intelligent check deposit transactions where the receipt forms an important part of the transaction.

Designed for Serviceability

Faster First Line Maintenance (FLM) reduces downtime and increases availability. This faster FLM is achieved through making tasks easier, with less error potential. A state-of-the-art help screen system significantly improves staff speed and performance on FLM tasks.

Other important features designed to aid serviceability include the following:

- Color coded release handles are used to distinguish between media access and module release
- Self-Service Assistant for APTRA on all models
- Graphical Operator Panel on all rear access units
- Vandal resistant paint allows faster and easier removal of graffiti

Flexible Service Area

The best service accessibility on more sites means better service quality and efficiency. The small service footprint maximizes deployment flexibility, with optional additional access points that make the servicing easier and faster.

Rear access machines provide additional access through side panels and provide front access to shutters, screens and keypads.

Front access machines also allow additional access through side panels.

Now, you can have more flexibility than ever to develop a service approach that suits site conditions and security strategy.

Service Friendly Safe Interiors

Servicing within the safe has also been enhanced with the utilization of lighter colors to aid visibility and enable faster service.

Wiring and Cabling

Standardized USB connectors with standard cable lengths are used to simplify service and upgrade activity.

Standardized color coded DC power system to modules reduces the scope for error and improves upgradeability.

Designed for High Availability, Intelligent Service

Remote fault detection and diagnosis make a significant positive impact on availability, allowing faster resolution, and more remote fixes.

The NCR SelfServ 20 and 30 Series of ATMs are designed for NCR's Self-Service Diagnostic Gateway (SSDG and SSDG+) as well as Gasper for provision of remote diagnostics and remote fault resolution.

Activity counters built into the major modules indicate the level of usage of the module and allow predictive, proactive service strategies to be accurately deployed by service teams.

Downloadable firmware delivers significant time and cost saving in deploying transaction upgrades and improvements across a network of ATMs.

Intuitive Usability

Significant research and development effort has been committed to ensuring that NCR SelfServ 20 and 30 Series have the best user interface in the financial self-service industry. This includes designing for usability and accessibility, while maintaining global standards compliance. The NCR SelfServ 30 Series provides the

most functionality ever placed within a standard through-the-wall hole size, and is still able to achieve the best usability.

Distinctive Starting Point

“Keyhole” card area layout provides visually and tactilely distinctive start point.

Modules are easily identifiable by touch to visually impaired consumers, and are consistently laced across NCR’s entire walk up solution range.

The private audio jack is placed at a consistent distance and position relative to the card reader on all models.

Media Entry and Exit Indicators (MEEI) Lead Through

MEEIs on all inputs and outputs lead the consumer through the transaction.

Extended FDK leader lines add clarity to screen menus, while the FDK positions are optimized for minimum reach.

Consistent Layouts and Transactions

Consistent layouts of all input and output points on each model promote ease-of-use for all transactions and, most importantly, encourage transition from the teller to the self-service channel.

Consistent transaction set across all models allows you to present a consistent brand experience to your clients.

New Barcode Technology

The new camera-based 2D barcode reader provides safe, laser-free barcode technology that handles existing and new barcode standards, thus expanding the range of bill payment transactions and other document-driven transactions that can be provided.

Visibility

LED task lighting provides better illumination of the fascia, and the screen angle is optimized for the best viewing position.

Anti-vandal paint makes it easier to maintain a clean appearance, thus encouraging consumers to use the ATM.

Intrinsic Security

Transaction Speed

New high-speed receipt printers reduce transaction times where graphics are printed on the receipt (e.g., check deposit, advertising, ticketing and coupons).

Intel Core 2 Duo processors increase software processing speed.

The key values of security are in lower risk exposure, and in promoting client trust in your brand and the self-service channel in general. Security of the ATM channel has been and continues to be a major focus for customers. NCR continues to incorporate the previously introduced NCR Secure features and functionality on the new NCR SelfServ 20 and 30 Series range, while also implementing new safeguards.

Secure USB

The NCR SelfServ 20 and 30 Series have a unique USB security solution that prevents fraudulent USB device connection. USB is synonymous in the computer world with plug-and-play. That needs to be altered and made secure for the self-service world. NCR's solution is highly effective and self-contained within the ATM. This eliminates the need for host changes.

NCR Secure

NCR Secure fraud prevention measures reduce risk and cost of fraud. The anti-fraud features incorporated in the NCR SelfServ 30 Series range includes:

- NCR Secure physical security such as CENL safes and optional Fluiditi (Intelligent Cash Protection) ink-staining theft deterrent.
- Anti-skimming solutions including the Fraudulent Device Inhibitor (FDI) and Intelligent Fraud Detection (IFD).
- Solidcore for APTRA prevents the introduction of unauthorized software applications or viruses while providing an audit trail that is valuable in meeting regulatory requirements and for general ATM management.

NCR Fraudnet

Access to NCR Fraudnet website is made available to NCR SelfServ 20 and 30 Series customers to provide advance alerts of any emerging security risks in the self-service channel.

Informed Manageability

Downloadable Firmware

The NCR SelfServ 20 and 30 Series introduce downloadable module firmware. This means that updates and upgrades can be distributed remotely to all the ATMs on the network. This provides huge savings in time, cost and logistics when compared to on-site firmware updates.

Electronic Serial Numbers

Electronic serial numbers at both the ATM level and the module level can be interrogated remotely. This provides easy auditing of a customer's installed base. The firmware revision of each module can also be remotely accessed.

The serial numbers are resilient through upgrades, module swaps and refurbishment at both a module and ATM level.

Data can be accessed either through WMI within Windows, or by using the APTRA Inventory Collection Agent.

Commonality

Commonality of modules across the range simplifies management, spare parts strategy, and future upgrade options.

Certification and testing can also be reduced because the certification of a fully configured unit will imply that there is less or no need to test units of lower configuration to the same extent, as these will be subsets of the fully configured version.

Environmental

The NCR SelfServ 20 and 30 Series conform to global environmental legislation including RoHS and, in multiple regions, WEEE.

Committed Responsibility

The NCR SelfServ 20 and 30 Series provide many new possibilities, both in terms of transactions that can be offered and by providing a platform for innovative business models. You can take advantage of these additional self-service transaction types at a pace that meets your needs and the demands of your clients.

New Transaction Possibilities

Through-the-wall cash recycling will be available on the NCR SelfServ 30 Series. Wider opportunities for bill payment and other barcode-enabled transactions are in place across the SelfServ 20 and 30 Series as a result of the new 2D barcode reading capability.

The Most Upgradeable ATM

The NCR SelfServ 30 Series provides easy upgrade paths to intelligent deposit or recycling in both through-the-wall and lobby deployments. All modules are available for all deployment types. Upgrading has been made simpler with USB connectivity, simpler power cabling, and consistent module placement within the ATM.

Performance Data Gathering

Performance data gathering provides the basis for intelligent self-service. This is based on the ability of the major modules in the ATM to record usage data, which provides actual module activity data to the service engineer, rather than simply reporting numbers of transactions.